

Indiana Wireless Enhanced 911 Advisory Board

The Honorable Tim Berry
Chairman

PSAP PHASE II REIMBURSEMENT GUIDELINES and INSTRUCTIONS

The Indiana Wireless Enhanced 911 Advisory Board has adopted these guidelines under the Indiana Enhanced Wireless Emergency Telephone Act, IC 36-8-16.5 (the “Act”). The guidelines address reimbursement of PSAP costs directly associated with PSAPs’ accepting wireless E911 Phase II calls.

Cost Reimbursement Guidelines and Instructions

- The Board will reimburse expenses incurred by PSAPs directly associated with accepting Phase II calls. While PSAPs may submit Phase II cost recovery requests at any time, Board staff will review these requests each June and December only as part of the Board's bi-annual cost recovery review (as further discussed below). This bi-annual review is necessitated in part by the still-evolving and somewhat volatile Phase II costs incurred by many PSAPs combined with the Board's need to preserve the fiscal integrity of the wireless emergency telephone system fund. Prior to each bi-annual review, the Board may issue supplemental information about Phase II cost recovery issues, amounts available at that time for reimbursement, etc.
- In June and December of each year, the Board staff reviews overall cost recovery financial data and Phase II cost recovery requests. Staff evaluates wireless emergency telephone fund resources available for PSAP Phase II cost recovery and recommends to the Board disbursement amounts for requesting PSAPs based on that evaluation. Any balance due from the Board will be reimbursed through future supplemental disbursements consistent with the Board’s responsibility to other PSAPs and wireless carriers and the fiscal integrity of the wireless emergency telephone fund.
- **PSAPs seeking Phase II cost recovery must submit a sworn statement verifying (i) the accuracy of such costs, and (ii) that the PSAP has actually incurred the costs. Such PSAPs must also submit a copy of check(s), warrant(s) and/or other documents confirming payment to vendors, along with detailed invoices, contracts, etc. that itemize costs specific to accepting Phase II calls. Also, if a particular vendor service or product is used by local government for purposes other than accepting and processing Phase II calls, a PSAP seeking cost recovery must (i) seek cost recovery for only that portion of the product or service directly associated with accepting Phase II calls, and (ii) briefly explain how the PSAP determined the portion specified in item (i).**
- The guidelines established for Phase II cost reimbursement are in addition to and do not affect monthly Phase I distributions to eligible PSAPs under Section 39 of the Act.

Reimbursable Expenses

The following are examples of items for which the Board has reimbursed PSAPs in connection with accepting Phase II calls. Because (i) each PSAP's individual circumstances are unique, (ii) the Board may reimburse PSAPs **only** for costs **directly associated with accepting/processing Phase II calls**, and (iii) the technology and other choices available for accepting and processing Phase II calls change regularly, the Board cannot publish a list of items which are eligible for reimbursement in every instance. Thus, the items listed are for informational purposes only. However, the Board is providing these examples in response to PSAP requests for additional Phase II cost recovery guidance.

Items not listed below will be considered for reimbursement on a case by case basis and subject to the requirement that they be directly associated with accepting and processing Phase II calls.

- **Digital Orthophotography** - As necessary to develop mapping detail reasonably required to identify caller location. Such detail elements may include, in a particular case, road centerline accuracy; building centroids; hydrography; railroads; timber areas/groups of trees; and other significant landmarks as deemed necessary.
- **GPS** - GPS and related equipment necessary to develop mapping detail reasonably required to identify caller location. Such detail elements may include initial road centerline accuracy and updates.
- **Mapping** - In such detail reasonably required to identify caller location. Such detail may include, in a particular case, road identification; road centerline; master street addressing guide (MSAG) boundaries; building centroids; hydrography identification, including lakes, rivers and streams; railroad identification; timber areas; public safety jurisdiction boundaries; Emergency Service Number (ESN) boundaries; county, township, city and/or town boundaries; customer support and maintenance; USGS DOQQ (if jurisdiction chooses not to do orthophotography); and TIGER files (if jurisdiction chooses not to detail road centerlines).
- **Software** - Sufficient to reasonably interface a PSAP's mapping application with its customer premise equipment and facilitate identifying caller location. "Software" may also include licensing fees for user stations directly associated with accepting and processing Phase II calls.
- **Hardware** - Directly associated with receiving Phase II and reasonably required to identify caller location. "Hardware" may include, in a particular case, monitors for map display; dual video cards; computers/servers used exclusively for mapping software; network wiring requirements; and computer upgrades for mapping application (ram, memory, etc.)

▪ **Please submit PSAP Phase II reimbursement requests to:**

Duane Jasheway
 Chief Accountant
 Office of the State Treasurer
 242 State House
 Indianapolis, Indiana 46204-2729

▪ **For questions, please contact:**

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